

City of Bellevue

VOLUNTEER ORIENTATION



City of Bellevue

All About the City



Bellevue's Demographics

With a population of 118,100, Bellevue is the Eastside's major urban population center. Bellevue is the fifth largest city in Washington.

Bellevue is an increasingly diverse community. Between 1990 and 2000, Bellevue's population identified as Hispanic or of a non-white race rose from about 15 percent to 28 percent, and Bellevue's foreign-born population increased from about 13 percent to just under 25 percent.

Bellevue residents are highly educated and well-suited to today's knowledge economy. In 2000, 54 percent of Bellevue residents 25 years of age and older had at least a bachelor's degree, and 53 percent in the workforce were employed in managerial and professional occupations. These percentages increased between 1990 and 2000, remaining higher than for residents in King County as a whole.

Source: WA State Office of Financial Management & U.S. Census Bureau



City Government - Overview

A city council comprised of seven elected members governs the City of Bellevue. The mayor and deputy mayor are both councilmembers, elected by the others to serve four-year terms. The mayor cannot veto Council decisions, but acts as both its chairperson and the city's official host.

The city manager is chief executive of the city. The council and city manager lead Bellevue with the help of staff, as well as feedback from citizens at public meetings and those who serve on the volunteer boards and commissions.

Bellevue City Council

Through proactive leadership and governance, the Bellevue City Council provides high-quality services and facilities to meet the needs of a growing community.

Seven city councilmembers, elected at-large, serve staggered four-year terms. The councilmembers, in turn, select a mayor and deputy mayor from among themselves. The Council sets the general policies of the city, which are implemented by the city manager and staff.



TOP ROW: Deputy Mayor Claudia Balducci, Councilmember John Chelminiak, Councilmember Conrad Lee

BOTTOM ROW: Councilmember Don Davidson, Councilmember Patsy Bonincontri, Councilmember Phil Noble, Mayor Grant Degginger

Bellevue City Council



City Manager, Steve Sarkozy

Bellevue operates under a City Council/City Manager form of government. As the city's chief executive officer, the city manager reports to the Bellevue City Council and carries out policy established by the Council. The city manager oversees all city operations, supporting city initiatives, including encouraging economic development and promoting the Sister Cities program.

Steve Sarkozy is the city's present city manager, and has served in that capacity since December 2000.

Boards & Commissions

BOARDS & COMMISSIONS FOR THE CITY OF BELLEVUE

Arts Commission

Environmental Services
Commission

Human Services Commission

Library Board

Parks & Community Services
Board

Planning Commission

Special Events Committee

Transportation Commission

Network on Aging

Youth Link Board

The City of Bellevue is strongly committed to citizen participation in government.

The City Council appoints residents to boards, commissions and committees that provide detailed study and recommendations on important policy matters. Without the assistance of these dedicated groups, the part-time Council could give many complex and significant matters only limited review. Other volunteer panels focus on specific interests important to residents.

Interested citizens are encouraged to apply for applicable boards and commissions.

Call the City Clerk's office at 425-452-6466 for more information.

Core Values

Adopted September 1999

The 5 essential and enduring principles that guide our individual actions, our interactions, and our decision making in the City of Bellevue organization.

Exceptional Public Service

- We deliver outstanding service to the customer.
- We are committed to exceptional service for all our customers. We demonstrate quality, caring, and sensitivity in every process, service, and products we deliver. We value the contributions of citizens and partners. Our community can expect open, fair, consistent, and responsive service.

Innovation

- We encourage and reward creative ideas and solutions.
- We encourage and reward proactive, creative problem solving, planning, and service delivery. We continue our tradition of leadership. We are empowered to explore new ideas and introduce cutting-edge solutions. We support taking reasonable risks in order to find better ways to deliver our services.

Integrity

- We are trustworthy, truthful, and ethical.
- Our leadership is centered on sound principles. We behave ethically, honestly, and fairly. We perform our work with steadfastness to truth, responsibility, and open communication. We adhere to visible values that are consistent throughout the organization.

More...

Core Values

Adopted September 1999

The 5 essential and enduring principles that guide our individual actions, our interactions, and our decision making in the City of Bellevue organization.

Commitment to Employees & Volunteers

- We value all employees & volunteers and their contributions and treat each other with caring and respect.
- The city invests in its employees & volunteers and continually demonstrates how valuable each person is to the organization. We encourage and reward volunteer growth and development. We treat each other equitably and with caring, respect, and trust. We recognize each other's contributions. We build on our commonalities and our differences. We believe that investing in volunteer fosters good government and quality public services.

Stewardship

- We preserve and enhance the community's environment, financial, human, and physical resources.
- We provide diligent and visionary management of all of the community's resources: environmental, financial, human, and physical. We accept the responsibility for enhancing and preserving our resources and for balancing competing needs. We value the public trust and recognize that today's decisions will determine tomorrow's community.

Organizational Philosophy Statement

We are "Working Together for a Quality Community" by providing leadership through commitment, integrity, excellence, trust, and mutual respect. In our pursuit of this goal, we strive to achieve cost effective results, which reflect the following beliefs:

Our Primary Value:

Service

We Work for the Community. We listen, anticipate and respond to the needs of our community and its elected representatives. We aim to serve the best interest of all the people in Bellevue, now and in the future.

More...

Organizational Philosophy Statement

Our Supporting Values:

Individual

Individual Volunteers are our Most Important Resource. Our commitment is to pursue opportunities for individual achievement, personal growth, and development, and recognition. We encourage expression of individual style and enjoyment of our work. We are accountable for our actions.

Teamwork

We Cooperate to Achieve Common Goals. We create positive working relationships through coordination, communication, and mutual ownership of our work results. We pursue opportunities to participate in decisions about our products, services, and organization.

Quality

We Give Our Best to the Work We Do. We demonstrate care and commitment in every process, service or product we deliver. We pursue a high level of achievement in our work.

Balance

We Weigh Competing Interests When Making Decisions. By respecting differences, we all grow in understanding ourselves, the views of others and needs of the community and organization.

Creativity

We Encourage Innovation and Flexibility. We test new ideas, take a reasonable risk, and seek adaptive solutions that respond to the needs of the community and the organization.

Celebration

We Celebrate! We mark events in our organization by recognizing our successes and learning from our failures. We share in individual, team, and organizational contributions and achievements.

An Award Winning Agency

Bellevue delivers first-rate service and manages excellent programs, but you don't have to take our word for it. The Police, Fire, Parks & Community Services, Utilities and Transportation departments have all received national accreditation. A broad range of awards have gone to Bellevue. The following are just some of them:

- In September 2008 the city received a Certificate of Distinction from the [International City/County Management Association](#) for consistently collecting, reporting and using measurements of its performance to improve.
- [Money magazine](#) named Bellevue one of the 100 best places to live in 2008 and 2006.
- [Washington CEO](#) named Bellevue "City of the Year" in May 2008.
- In March 2008, [Fortune Small Business Magazine](#) rated Bellevue the best place in the United States to live and launch a new business.
- In January 2008 [Audubon International](#) certified the Bellevue Golf Course a wildlife sanctuary.
- The Finance Department has received awards from the [Government Finance Officers Association](#) each year since 1987 for producing city budgets and annual financial reports that show a "spirit of full disclosure."
- Bellevue's parks facilities and programs have received awards from the [Washington Recreation & Park Association](#) each year since the WRPA began handing them out in 2003.
- [Bellevue Television's](#) "It's Your City" program took first place in the magazine format series category of the National Association of Telecommunications Officers and Advisors (NATOA) Government Programming Awards in 2006 and 2007.
- The [National Arbor Day Foundation](#) has named Bellevue a "Tree City" every year since 1992.
- In 2007 and 2006 [America's Promise Alliance](#) named Bellevue one of the 100 best communities for young people.
- In 2006 the [International Association of Chiefs of Police](#) awarded the Bellevue Police its 2006 Vehicle Theft Award of Merit. That same year Bellevue ranked as the 57th safest city in the U.S., according to [City Crime Ranks](#). Bellevue was the only city in Washington to come out in the top 100.

An Award Winning Parks Department

The City of Bellevue is committed to excellence in local government, and has achieved considerable recognition by peers and oversight agencies in that pursuit. Here are a handful of the City's recent awards:

- 2008 The Audubon Society Certified Bellevue Golf Course a wildlife sanctuary.
- 2008 The National Arbor Day Foundation named Bellevue as a Tree City for the 16th consecutive year
- 2008 The City won the WRPA Spotlight Program of Excellence Award for Garden d'Lights
- 2008 The City won the Award of Excellence for Best Website for the Botanical Gardens Plant Database
- 2008 The City won the Award of Excellence for Best Website for www.MyParksAndRecreation.com
- 2008 Sherry Grindeland, Parks Department Volunteer Honored as the WRPA Citizen of Merit
- 2008 The City won the WRPA Spotlight Sports Complex for Robinswood Sports Field
- 2008 The City won the WRPA Wrap-Around Services Award for Best Youth/Adult Program
- 2008 The City won the America's Promise Alliance National 100 Best Communities for Young People Designation
- 2007 The City won the WRPA Certificate of Merit for Best Recreation Brochure
- 2007 The City won the WRPA Certificate of Merit for Garden d'Lights Program
- 2007 The City won the America's Promise Alliance National 100 Best Communities for Young People Designation
- 2006 The City won the America's Promise Alliance National 100 Best Communities for Young People Designation
- 2006 Parks Employee, Helena Stephens won the Lewis Hines Award for Service to Children and Youth

City Services

DEPARTMENTS

City Attorney's Office
City Clerk's Office
City Manager's Office
Civic Services
Development Services
Finance
Fire Department
Human Resources
Information Technology
Parks & Community
Services
Planning & Community
Development
Police
Transportation
Utilities

HERE IS A SAMPLE OF CITY SERVICES & RESOURCES

- Activity and Resource Guide
- Applying for a Permit
- Associations and Clubs
- Business Licenses
- Carpools and Van Pools
- Community Centers
- Current Traffic Information
- Emergency Preparedness
- Events
- Fire Prevention
- Human Services
- Job listings
- Maps
- Mass Transit Information
- Mediation Program
- Nature Trails
- Neighborhood Enhancement Program
- Neighborhood Outreach
- Parks
- Pet Licenses
- Police, Fire & Public Safety
- Probation
- Special Projects

Excellence in Service Levels

The City of Bellevue is dedicated to providing high levels of service to it's citizenry, and to responding quickly and efficiently to customer requests, with great success. In an annual satisfaction survey, residents gave the City high marks all across the board.

*General Perceptions of Bellevue & of City Services**

Bellevue As A Place To Live

The majority (95%) of residents surveyed describe Bellevue as a good or excellent place to live.

Respondents are significantly more likely in 2007 (53%) to indicate Bellevue is an excellent place to live compared to 2006 (45%), 2003 (45%) 2002 (40%) and 2001 (42%).

Neighborhood As A Place To Live

Ninety-four percent (94%) of respondents consider their neighborhood to be an excellent (52%) or good (41%) place to live.

The percentage of respondents who indicate their neighborhood is a good or excellent place to live is significantly higher than percentages reported in the past (90% in 2006, 90% in 2005, and 89% in 2002).

**From the 2007 survey*

City of Bellevue

The Volunteer Program



City of Bellevue Volunteer Program

Volunteer programs throughout the city offer an array of opportunities to get involved. These opportunities, with the city and local organizations, require varying time commitments, skills and work focus. You are sure to find something just right for you.

Civic Engagement

- Serve on a Board or Commission—Call the City Clerk's Office at 425-452-6466.
- Crossroads Mini City Hall—Provide outreach to diverse populations. Call 425-452-2800.
- Become a Mediator—Call 425-452-4091.
- Support The Police Force—Rigorous qualification criteria and thorough background investigation. Call 425-452-6017.
- Probation Mentor—Rigorous qualification criteria and background investigation required. Call 425-452-7194.
- EARS—Eastside Amateur Radio Support. Call 425-452-7923.
- Youth Link—Call 425-452-5254.
- Teen Services—Wrap-Around Services and teen services programs. Call 425-452-2834.

Support the Arts

- Bellevue Youth Theatre— (425) 452-7155.
- Voices in Diversity Radio Show—Call 425-452-7922.

More...

City of Bellevue Volunteer Program

Recreation

- The North Bellevue Community Center—Senior and general programs. Call 425-452-7681.
- Bellevue Aquatics Center— Call 425-452-2806
- Kelsey Creek Farm—Teens volunteer on a working farm. Call 425-452-7688.
- Highland Center—Specialized and general recreation programs. Call 425-452-7686.
- The Crossroads Community Center—Seasonal special events. Call 425-452-4874.
- South Bellevue Community Center—Call 425-452-4240.
- Bellevue Youth Theatre—Call 425-452-7155.
- Bellevue Skate Park—Call 425-452-2722.
- General Recreation—Call the Recreation Division at 425-452-6885.

•Environmental Stewardship

- NeighborWoods—Make a real change in your neighborhood; suggest locations where new trees are needed and assist with planting and maintaining them. Call 425-452-5375.
- Enhance City Parks—Become a parks steward, docent or naturalist. 425-452-4195 or 425-452-7225.
- Bellevue Botanical Garden—A variety of opportunities. Call 425-452-2750.
- Storm Drain Stenciling or Marking—Call 425-452-6166.
- Waterwise Garden—Call 425-452-4127.
- Stream Team—Call 425-452-5200.

Volunteer Recruitment Policy

Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, disability, or any other basis prohibited by local, state or federal law.

Reasonable Accommodation

The City will provide reasonable accommodation to qualified volunteers. Volunteers needing accommodation must make these accommodation requests clear to the Volunteer Coordinator prior to their volunteer assignment.

Expectations

Volunteers are a valuable resource to the City, its staff and its residents

Volunteers can expect:

- To be treated as respected “co-workers”
- To be given meaningful assignments
- To performance feedback
- Clear and specific directions
- On-going training and supervision as relates to the volunteer position
- Recognition of accomplishments

Dress Code

- Volunteers are responsible for presenting a good image to clients and the community
- Volunteers shall dress appropriately for the conditions and performance of their duties
- Volunteers are to be identified by wearing approved nametags or other methods of identification provided by the City whenever appropriate

Agreements

Volunteers agree to:

- Perform assignments effectively, with no monetary compensation
- Learn and follow City goals and policies
- Notify their supervisor when unable to report
- Participate in training and accept supervision
- Record volunteer hours on a regular basis & submit to Volunteer Supervisor
- Maintain confidentiality
- Observe the organization's safety and policy guidelines & procedures
- Give adequate notice of volunteer position resignation
- Be safety conscious
- Be prompt
- Be prepared
- Be patient
- Be kind
- Be courteous
- Be flexible
- Maintain a professional appearance in dress & manner

Community Relations

The City of Bellevue Customer Service Goals are:

- Be customer focused
- Give personal attention
- Show leadership in a team environment
- Be accountable
- Present a professional and positive image
- Be courteous
- Be educators about City programs, services, policies and procedures

Customer Service Focus

Excellent customer service means building relationships with citizens in our diverse community, which promote trust, cooperation and accountability. All volunteers, partners, and interns will deliver the most courteous, accessible, and responsive customer service possible.

Our Vision for Customer Service:

- Establish a reputation of commitment to provide our community with high quality parks and services.
- Provide seamless services for our customers with accessible, knowledgeable, efficient, and responsive volunteers who share the view that any request is “My Business”.
- Create an organization that is accountable at all levels.

Supporting Values:

- Volunteers, partners, and interns are our greatest resource. We value their individual skills, talents, and dedication to providing quality customer service.
- Respect for all people. We believe in serving our diverse community with an attitude that demonstrates consideration, appreciation and recognition.
- Citizens and customers come first. We believe in being courteous, professional and prompt. We believe in listening, responding, and seeking to resolve issues with creativity, flexibility, and fairness.
- Accountability. We believe in measuring our progress and in celebrating our successes. We share responsibility for our outcomes.

*For more details on Effective Customer Service, see the **Parks & Community Service Volunteer Policy Manual**.*

Public Communication

Volunteers must be mindful that all communication on behalf of the City should be approved by their Supervisor.

Certain forms of communication, such as email are public record and must be handled in accordance with the law.

Volunteers may not communicate with the press, unless they receive specific approval from the Public Information Officer (PIO).

City Background Check Policy

The City of Bellevue is a public-sector organization which offers many opportunities for people to volunteer in a wide variety of positions that regularly interact with diverse citizens in the community.

Oftentimes, the nature of volunteer work with the City means that volunteers are working directly with, or near vulnerable populations.

State Law provides that Washington State Patrol Background checks can be requested on prospective volunteers (RCW 43.43.830(1)(b).)

It is the policy of the City to perform volunteer background checks whenever deemed appropriate.

Remember, background checks are performed to protect the public and employees as well as all volunteers. It is the goal of the City to keep your workplace safe for everyone; this is the only reason background checks are performed.

Vulnerable Populations

The Washington State Legislature has adopted provisions, which affect the use of volunteers who deal with children under the age of 16 and/or developmentally disabled persons. These provisions were adopted to prevent abuse of those least able to protect themselves through the screening of persons interacting with them.

All City volunteers who will work with children and/or developmentally disabled participants are required to complete two forms: "Child and Adult Abuse Information Disclosure Statement" and "Request for Criminal History Information Child/Adult Abuse Information Act". These forms encompass part of the extended background check. Your supervisor will inform you of any information received as a result of the investigation. Further dissemination or use of this information is prohibited by law.

The two investigative forms are processed via Washington State Patrol, which investigates the background of the prospective volunteers for convictions of offenses against persons, adjudications of child abuse in civil actions, and disciplinary board final decisions.

Results of the Washington State Patrol's investigation are confidential, and are treated as such. Information obtained is forwarded to the Human Resources Department to be filed in the volunteer's record.

*For more details on screening for volunteers working with vulnerable populations, refer to the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

Hold Harmless Agreement

When registering to volunteer with the city, volunteers sign a standard hold harmless form wherein they agree to assume the risks of property damage, injury, illness or death associated with participation in volunteer activities; they agree to release the City of Bellevue, its employees, agents, representatives, and volunteers from any or all liability that may arise in connection with this activity; they agree that the terms of the agreement shall serve as an assumption of risks and release for their heirs, estate, executor, administrator, assignees, and for all members of their family.

Furthermore, volunteers give permission to have photos/video tapes taken, without recompense, during the City of Bellevue volunteer activities and used for publicity purposes.

City of Bellevue

Safety Training Overview

For more Thorough Training, See your Supervisor



Workplace Safety

The City of Bellevue is committed to maintaining a safe, healthful and accident free workplace. The City expects an equal commitment from every volunteer through full and active participation in its accident prevention and safety program. Volunteers are expected to conduct themselves in a professional manner, consistent with City policy, that contributes to a safe work environment.

As a condition of volunteer duty, volunteers must comply with all safety rules; attend safety orientations and training sessions; participate in safety meetings; operate tools, equipment and vehicles properly; and comply with all vehicular incident, safety hazard and injury reporting procedures. Most importantly, volunteers are expected to use good judgment regarding safety.

Accident prevention and workplace safety is the responsibility of all volunteers. Failing to follow established safety procedures could result in disciplinary action up to and including termination.

If a volunteer is injured while performing volunteer duties, notify the Supervisor immediately.

Basic Safety Rules

Accidents do occur. Many can be prevented when we prepare for every volunteer activity with safety in mind and apply a few basic safety rules. The following rules apply to all volunteers. Failure to wear and maintain personal protection and safety equipment in these situations is grounds for discipline up to and including termination.

Footwear shall be worn at all times when volunteering. No thongs or sandals are allowed as they leave feet exposed to potential cuts and crushing.

Appropriate clothing shall be worn for each job: Think about how your clothing & jewelry will affect your safety. Remember to wear any clothing that is provided to you.

Controlled drugs and alcohol shall not be used while volunteering. Prescription medications may affect your ability to work safely. Discuss your use of these medications with your supervisor.

Flammable and combustible liquids: Only approved containers and portable tanks are permitted for storage and handling of flammable and combustible liquids such as gasoline and paints. These containers must be stored in approved, closed metal cabinets when not in actual use. Spray painting is permitted only in approved spray booths or in areas specifically approved for such use under the "Uniform Building Code" and "Uniform Fire Code" as enforced by the City.

More...

Basic Safety Rules

Seat belts shall be worn in all City vehicles

Avoid horseplay

Keep flashlights available and in working order for emergency use

Know your building emergency and evacuation plans as well as the location and proper use of fire extinguishers

Check with your supervisor before starting any new assignment. Make sure you understand how to do the activity and if any new safety hazards.

Use good judgment when lifting

Use the proper tool for the job

Use a ladder, rather than a chair

Practice good housekeeping: Keep work areas neat, clean and tidy. Unkempt floor areas not only create fall hazards, but may also hinder people from evacuating a building during an emergency.

More...

Basic Safety Rules

Chemicals: All chemicals must be properly and safely stored in appropriately composed and adequately sealed containers in safe, secure locations away from such hazards as excess heat, light or moisture. When using chemicals, always wear the appropriate personal safety protection such as gloves or respirators. If you are unsure of what equipment is to be used, ask your supervisor and/or check the MSDS (Material Safety Data Sheet) on file in your department.

Hazardous waste: To minimize hazardous waste production, chemical wastes must be properly separated and stored. This includes clear, concise and legible labeling of all containers. If a waste product can be identified as a commodity, it can be recycled. Oils, gasoline, antifreeze and batteries, if pure or undamaged, can all be recycled, but once polluted they become hazardous waste and must be effectively segregated and contained until properly disposed.

*For more details on Safe Workplaces, see the **Parks & Community Service Volunteer Policy Manual**.*

Workplace Hazards

Hazardous Materials: Please keep in mind that some everyday office and building products are considered hazardous materials (such as white out, rubber cement, ammonia cleaners)

As a volunteer, if you should spill or drop a hazardous material, notify a staff person. DO NOT clean it up.

If you come across an unknown spilled substance, again, notify staff, but DO NOT clean it up.

If a volunteer is injured or otherwise affected by Hazardous Materials, notify the Supervisor immediately.

Emergency Procedures

In the event of an injury or accident, notify the Supervisor immediately.

Any injury sustained on the job, regardless of how minor, must be reported to the Supervisor without delay.

The proper report forms ("Incident Report Form" and "Accident Investigation Report") must be completed and forwarded to your supervisor who will determine if it should go to the Risk Manager. The Supervisor in charge should fill out the appropriate forms at the time of an accident; they should review the report with person(s) witnessing the accident. The Supervisor in charge fills out an Incident Report Form when vandalism, break-ins, theft, fire, breakage or other related incidents occur.

The Incident Report Form should be reviewed with any person(s) witnessing the incident. Only qualified practitioners should administer first aid or other treatment required.

Only qualified practitioners should administer first aid or other treatment required.

Accidents

Reporting an Accident

- If you are the only one at the scene of the accident, administer first aid, and call 911 for assistance.
- Fill out the appropriate form as soon as possible.
- Report the accident to your Supervisor immediately. They will determine if Risk Management should be informed.

Prevention

- Report all dangerous equipment and/or unsafe areas to your immediate supervisor on the same day the condition is discovered. (Please submit both a verbal and written report.)
- Any broken equipment should be taken out of use immediately.

Prepare for an injury accidents before they happen by:

- Learning the locations of first aid kits and eye wash stations in your work area.
- Becoming familiar with the contents of first aid kits.
- Reporting to your Supervisor any inadequate first aid kits or insufficient supplies. Supervisors are responsible for checking the contents of all first aid kits in their areas on a frequent and regular basis to insure proper supplies are available and soiled or used items are replaced.
- Keeping your first aid and CPR training current. If you have never received first aid and CPR training or your certificate is out of date, talk with your supervisor about enrolling in a City-sponsored course.

If you are injured while volunteering:

- Report the incident to your Supervisor immediately (or as soon after the accident as you are physically able). Your Supervisor will provide you with information necessary to document the incident and receive medical treatment, if needed.

More...

Accidents

If you observe an accident

Before you rush in to help, think carefully about what you will do. You want to take action that will help, not make the problem worse or endanger the victim or you. Don't move an injured person unless absolutely necessary.

Remember the City of Bellevue has excellent emergency medical and rescue services that can be at the scene of an accident in minutes. These people are trained to treat injuries. Call 9-1-1.

Your responsibility is to:

Call for help immediately anytime a situation may require expert medical treatment or rescue services. Get help by calling 911. When you call you should be able to tell the dispatcher how many are injured and how serious their injuries are.

Don't make things worse by becoming part of the accident yourself. If you can't enter the site without endangering yourself, wait for help to arrive. Take responsibility for keeping others safely out of the accident site as well.

Maintain the accident scene exactly as it is and contact your supervisor and the proper authorities as quickly as possible. If this is not practical for safety reasons, secure the scene, disturbing as little of the sites as necessary, then call the authorities.

*For more details on preparing for and handling accidents, see the **Parks & Community Service Volunteer Policy Manual**.*

Bloodborne Pathogens

Bloodborne pathogens are microorganisms present in blood (and other body fluids such as vomit, spit, urine and feces) that cause disease, such as Hepatitis B and HIV. The Hepatitis B Virus is an inflammation of the liver. The Hepatitis B Virus does not cause AIDS.

If your job may require you to have occupational exposure to Bloodborne pathogens, you may request training in methods of exposure control and the provisions of the Bloodborne Pathogens Standards. Volunteers who may potentially be exposed due to possible contact with body fluids are day camp/day care workers, recreation instructors, etc. Tasks in which occupation exposure may occur include assisting children and adults when sick or assisting with sanitary functions and administering first aid.

All blood and other body fluids must be treated as though they are infectious. Therefore, use of appropriate protective devices, such as disposable gloves, is required.

An exposure occurs when blood or body fluids (vomit, spit, urine, and feces) contact broken and/or unprotected skin. An exposure also includes contact to the eyes or mouth and piercing the skin through such events as human bites, cuts, and abrasions where contact with blood or body fluids to the broken skin is made.

If you think you have been exposed to a bloodborne pathogen in the course of your volunteer service, you must notify your supervisor immediately.

*For more details Bloodborne Pathogen handling and training, see the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

Good Samaritan Information

The City has developed a system of emergency first aid response by designated volunteers who have been trained in how to give first aid safely and who will respond to first aid incidents so that it is not necessary for you to do so. **Unless otherwise designated, you are considered a A Good Samaritan** under the City's plan and are not required to respond to first aid incidents. **In the event of an emergency, contact your supervisor or a designated first aid provider and/or call 9-1-1.**

Should you choose to respond in an emergency when 9-1-1 or other designated first aid providers are not available:

1. **Assess the incident.** If at all possible, assist the injured person to help themselves.
2. **Use universal precautions.** Treat all blood, or body fluids mixed with blood, as infectious.
3. **Use safe first aid techniques.** Use personal protective equipment -- gloves, face shields, and CPR barrier masks -- to prevent contact with blood or other potentially infectious material. City first aid kits contain this equipment. When you use this equipment, make sure it gets restocked.

The City will offer appropriate exposure follow up to you if you have **direct contact** with blood or an **exposure incident**.

Report all first aid incidents to your supervisor and the Risk Management Office immediately .

*For more details Bloodborne Pathogen handling and training, see the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

City of Bellevue

City Policies



City Policy

Volunteers are expected to know and comply with city policies and conduct requirements.

Please familiarize yourself with City of Bellevue personnel policies on the following pages:

- Code of Ethics
- Anti-Harassment & Discrimination Policy
- Sexual Harassment Policy
- Policy Against Workplace Violence
- Child and Adult Abuse Policy
- Americans With Disabilities Act
- Technology Usage Policy
- Drug free Workplace

City policies listed here apply to both employees and volunteers, regardless of the terminology used.

Code of Ethics

Because of the constant interaction between members of the public and City employees, volunteers must be mindful of their performance in the conduct of City business and potential conflicts of interest. In accordance with the Code of Ethics (***Bellevue City Code, §3.90***), the following has been adopted as a guideline for the behavior of regular City employees and hourly workers.

- Use of Public Property:** Volunteers shall not request or permit the use of City-owned vehicles, equipment, materials or property for personal convenience or profit. Use is restricted to such services as are available to the public generally, for the authorized conduct of official business, and for such purposes and under such conditions as are directed by the City Manager.

- Conflict of Interest:** Volunteer shall not engage in any act which is in conflict with, or creates an appearance of conflict with, the performance of their duties.

- Political Activities:** Volunteers shall not use their position or influence for the purpose of interfering with or affecting the result of an election for a position on the Bellevue City Council.

For more information, review the City's Code of Ethics, detailing potential conflicts of interest see Section 5.1 of the City's Policy & Procedure Manual.

Anti Harassment & Discrimination Policy

The City of Bellevue does not tolerate any harassment or discrimination on the basis of race, color, creed, religion, gender, age, national origin, marital status, sexual orientation, or the presence of any sensory, physical or mental disability. Violations of this policy will result in disciplinary action up to and including termination.

*For more information, Review the City's Equal Opportunity Employment statement (Section **8.5 of the City's Policy & Procedure Manual**).*

Sexual Harassment Policy

Sexual harassment is incompatible with the City's Organizational Philosophy. Volunteers are asked to treat each other as valuable individuals and to foster teamwork and mutual respect in their day-to-day work activities.

This philosophy also applies to the City's service relationship with the community. Sexual harassment of citizens by volunteers will NOT be tolerated, not only because it is illegal, but also because of its damaging impact on the City's service responsibilities and reputation. Similarly, City volunteers are not expected to endure harassment from citizens, clients, or contractors. Sexual harassment is a form of unlawful discrimination under the provisions of Title VII of the 1966 Civil Rights Act and the Washington State Law against Discrimination.

Sexual harassment negatively affects morale, motivation, and job performance. It results in increased absenteeism, turnover, tension, and loss of productivity. It is inappropriate, offensive, and illegal. Sexual harassment of any volunteer by any other volunteer of the City of Bellevue will not be tolerated.

*For more details on the City's Sexual harassment policy including definitions and procedures, see the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

Policy Against Workplace Violence

The City of Bellevue is committed to providing a safe environment for working and conducting business. The City will not tolerate acts of violence committed on City of Bellevue property or while performing City of Bellevue business at other locations.

Any unlawful violent actions committed on City property or while using City facilities will be prosecuted as appropriate.

The word violence in this policy shall mean an act or behavior that:

- is physically assaultive
- consists of a communicated or reasonably perceived threat to harm another individual or in any way endanger the safety of an employee
- would be interpreted by a reasonable person as carrying potential for physical harm to the individual
- is a behavior, or action, that a reasonable person would perceive as menacing
- involves carrying or displaying weapons, destroying property, or throwing objects in a manner reasonably perceived to be threatening
- or consists of a communicated or reasonably perceived threat to destroy property.

For more information, review the City's Workplace Violence Policy (Section 5.14 of the City's Policy & Procedure Manual).

Child & Adult Abuse Policy

The law requires that suspected cases of child, or adult abuse, be reported to the appropriate authorities.

City Staff is trained to watch for signs of possible child abuse. If a staff member has reason to believe the child(ren) or developmentally disabled person has been physically abused, neglected or sexually abused, he/she will immediately report his suspicions to his/her direct Supervisor. Staff will cooperate with the authorities through the investigation. Confidentiality will be respected.

Behavior Expectations

Frequently volunteers work with children or developmentally disabled persons. Management of children and developmentally disabled persons will not include spanking, slapping or physical abuse (corporal punishment). Staff are trained in health and safety issues including neglect, abuse and deprivation. Staff will use consistent and meaningful discipline, volunteers should defer to staff in such situations.

Incident Reporting

Any abnormal or unusual circumstance that occurs while a child is in a program will be reported to an immediate supervisor. The City is required to report abuse by staff and/or volunteers to the proper authorities (Child Protective Services, etc.).

If a volunteer is found to be committing abuse, appropriate disciplinary action will be taken. Depending upon the infraction, the volunteer may be given an oral warning, given a written reprimand or warning, or discharged.

*For more details on working with vulnerable populations, refer to the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

Americans with Disabilities Act

The City of Bellevue complies with the Americans with Disabilities Act.

The Americans with Disabilities Act (ADA) gives civil rights protection to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in volunteer duty, public accommodations, transportation, State and local government services, and telecommunications.

Reasonable changes in policies, practices, and procedures must be made to avoid this discrimination. Auxiliary aids and services must be provided to individuals with vision or hearing impairments or other individuals with disabilities so that they can have an equal opportunity to participate or benefit, unless an undue burden would result.

Physical barriers in existing facilities must be removed if removal is readily achievable (i.e., easily accomplishable and able to be carried out without much difficulty or expense). If not, alternative methods of providing the services must be offered, if those methods are readily achievable.

State or local governments may not discriminate against qualified individuals with disabilities. All government facilities, services and communications must be accessible consistent with the requirements of Section 504 of the Rehabilitation Act of 1973.

*For more details on the Americans with Disabilities Act, refer to the **Parks & Community Service Volunteer Policy Manual** or talk to your supervisor.*

Technology Use Policy

Highlights of the City of Bellevue Technology Usage Policy:

- The City of Bellevue provides computing and network resources ('technology') to carry out legitimate City business.
- There is no right to privacy in the use of City technology resources.
- Users are expected to act lawfully, ethically and professionally, and to exercise common sense. Actions that are embarrassing to explain to the public, City Council, City Manager or media should be avoided.
- Users granted access to critical data are responsible for its protection.
- Use of technology in violation of this policy is subject to disciplinary action up to and including termination.

*For more information on this policy refer to the City's **Technology Resource Usage Policy**.*

Drug Free Workplace

Volunteers are expected to show up to their assignments free of alcohol, drugs or other controlled substance.

The City may discipline or terminate a volunteer possessing, consuming, selling or using alcohol, drugs or other controlled substances during volunteer hours, or in any manner which impedes performance.

*For more information on City policy refer to Section **5.16 of the City's Policy & Procedure Manual: Substance Abuse Policy.***

City of Bellevue

Contact Information



For More Information

Our webpage: <http://www.bellevuewa.gov/volunteer.htm>

Volunteer E-mail: volunteer@bellevuewa.gov

Volunteer Program Coordinator: 425-452-5375

or contact your supervisor



City of Bellevue

Thank You For
Volunteering!

